

EXHIBIT A

P.O. BOX 15123
WILMINGTON, DE
19850-5123

AUTOPAY IS ON
See Your Account
Messages below
for details.

Payment Due Date:
New Balance:
Minimum Payment:

11/28/17

\$
\$

18414 BEX 8 3C717 D

\$

AUTOPAY IS ON

CARDMEMBER SERVICE
PO BOX 1423
CHARLOTTE NC 28201-1423

J.P.Morgan

Manage your account online:
www.jpmorganonline.com

Customer Service:
1-866-576-7575

Mobile: Download the
Chase Mobile® app today

ACCOUNT SUMMARY

PAYMENT INFORMATION

Minimum Payment Warning:

If you would like information about credit counseling services, call
1-866-797-2885.

YOUR ACCOUNT MESSAGES

New York Residents: New York residents may contact the New York State Department of Financial Services at 1-800-342-3736 or go to www.dfs.ny.gov to obtain a comparative list of credit card rates, fees, and grace periods.

& Item was transferred from lost / stolen account.

ULTIMATE REWARDS® SUMMARY

Previous points balance	211,791	Start redeeming today. Visit Ultimate Rewards® at www.ultimaterewards.com
+ 3 Points per \$1 earned on travel	13,377	
+ 3 Points per \$1 earned on dining	3,718	
+ 1 Point per \$1 on all other purchases	1,636	
+ Points moved from another account	215,715	
= Total points available for redemption	446,237	

ACCOUNT ACTIVITY

Date of Transaction	Merchant Name or Transaction Description	\$ Amount
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PAYMENTS AND OTHER CREDITS

10/27 AUTOMATIC PAYMENT - THANK YOU

PURCHASE

ACCOUNT ACTIVITY

(CONTINUED)

Date of Transaction	Merchant Name or Transaction Description	\$ Amount
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10/30	CANYON RANCH BERKSHIRES LENOX MA	1,530.00
10/30	CANYON RANCH BERKSHIRES LENOX MA	1,530.00

ACCOUNT ACTIVITY**(CONTINUED)**

Date of Transaction	Merchant Name or Transaction Description	\$ Amount
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2017 Totals Year-to-Date

Year-to-date totals do not reflect any fee or interest refunds you may have received.

INTEREST CHARGES

Annual Percentage Rate (APR)

Balance Type	Annual Percentage Rate (APR)	Balance Subject To Interest Rate	Interest Charges
PURCHASES			
CASH ADVANCES			
BALANCE TRANSFERS			
	14.24%(v)(d)	-0-	-0-

(v) = Variable Rate

31 Days in Billing Period

(d) = Daily Balance Method (including new transactions)

(a) = Average Daily Balance Method (including new transactions)

Please see Information About Your Account section for the Calculation of Balance Subject to Interest Rate, Annual Renewal Notice, How to Avoid Interest on Purchases, and other important information, as applicable.



EXHIBIT B

PDF Email

Canyon Ranch visit

Angela Seng <aseng@canyonranch.com>
To: Kristin Chu Smart <chu.kristin@gmail.com>
Cc: Personal Dietary Needs Guest Distribution <PDN@canyonranch.com>

Sun, Dec 3, 2017 at 11:20 AM

Hi Kristin,

Thank you for your response and further information. I updated your profile in our Personal Dietary program which links up to the kitchen. Please be sure to identify yourself to your server so they can alert the culinary team.


Be in touch if you have any questions or concerns once reviewing the menu resource. Have safe travels into the Ranch next week!

Kind regards,

Angela

Angela Seng
Food Development Coordinator | Menu Development

Canyon Ranch
Ph: 520.749.9655, Ext. 4606
aseng@canyonranch.com

 Please consider the environment before printing this email

From: Kristin Chu Smart [mailto:chu.kristin@gmail.com]
Sent: Saturday, December 02, 2017 8:40 PM
To: Angela Seng
Cc: Personal Dietary Needs Guest Distribution
Subject: Re: Canyon Ranch visit

Dear Angela,

I appreciate your email. I have a severe tree nut and peanut allergy that requires that I carry an epi pen due to anaphylaxis to all nuts/peanuts. I will review the ingredient list when I check in.

Again, thank you for reaching out about my food allergies. I'm looking forward to my stay at canyon ranch next week.

Best,

Kristin

On Sat, Dec 2, 2017 at 6:11 PM, Angela Seng <aseng@canyonranch.com> wrote:

Dear Kristin,

I understand you are arriving to Canyon Ranch in Lenox on December 8th and that you cannot have nuts in your diet. I am writing to let you know I will leave you a copy of our Menu Ingredient List at Registration. This document provides exhaustive information on all menu items and all of their ingredients. I trust it will help you navigate around what you need to avoid and provide information on the other options available.

If you have other information we should be aware of regarding your food sensitivities or allergies please be sure to talk to us before you arrive. To keep you safe, we ask that you identify yourself to your server when you order so we can communicate the information correctly to the kitchen.

Additionally, if you would prefer to discuss the options or review the list with us, please feel welcome to call 888-708-0769 prior to or during your stay.

Healthy Regards,

Angela Seng
Food Development Coordinator | Menu Development

CANYONRANCH

8600 E. Rockcliff Road | Tucson, Arizona 85750
Ph: 520.749.9855, Ext. 4606
aseng@canyonranch.com
canyonranch.com

21000000

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EXHIBIT C

CANYON RANCH.

CAFE MENU INGREDIENT LIST

About your personal dietary needs at Canyon Ranch:

We'd like our Canyon Ranch cuisine to be healthy for all our guests. We have created this list so that if you have food allergies or sensitivities, you can find foods that are appropriate for you.

If you have received this list before arriving to Canyon Ranch and you have food sensitivities, allergies, or are susceptible to anaphylactic reaction, please be sure to talk to Food Development before you arrive at 1-888-708-0769. We will then determine how we can accommodate your special needs.

If you have just arrived and have not already discussed your personal dietary needs with someone, please speak to a supervisor in the dining room or call Food Development at 1-888-708-0769 so that we may accommodate your needs. Special food requests take time to arrange, and we want to be able to accommodate you as quickly as possible.

On the following pages, you'll find ingredient and nutritional information for our daily menu items, a la carte items, and the specific products used in our recipes. Please use these lists to help you choose the best meals for you during your stay.

In addition, we suggest you keep the following in mind:

- We have Vegan, Gluten-Free and Low-Sodium diet guidance sheets available upon request. These sheets list a la carte items that can be combined to make healthy meal choices.
- The chicken, fish, and meat entrees are available grilled without spices or seasonings upon request.
- Occasionally the ingredients in the commercial items we use may be changed without our notification. We regret that we cannot guarantee that all ingredients for commercial items are correct.
- We use canola oil cooking spray in a variety of menu items. The cooking spray contents are listed on the Product Ingredient List.
- If you have special food requests or food allergies, Food Development can help you plan your menu while you are here. If you need a nutrition consultation, please call Program Advising to schedule an appointment with a nutritionist.

*=Refer to Product or A la Carte Ingredient List

(V)= Vegan- Does not contain animal products. May contain honey. (11/23/17)

(G)= Gluten free- Does not contain wheat, rye, or barley

Café Ingredient List

Calories	Carbohydrate gms	Protein gms	Fat gms	Fiber gms	Sodium mgs	Sugar gms	Ingredients
Lunch:							
Soups							
65	13	2	2	2	344	3	(G) (V) Tomato & Roasted Garlic Soup Tomatoes, *olive oil, celery, carrots, onions, garlic, garlic oil, *chardonnay, pureed tomatoes, black pepper, salt
125	12	2	4	3	354	5	(G) (V) Carrot & Ginger Soup Carrots, onions, ginger, celery root, *lite coconut milk, coconut oil, ginger juice, salt, black pepper
225	27	11	8	3	398	2	Cheese Pizza *Pizza Crust, *San Marzano tomatoes, salt, black pepper, *mozzarella cheese, basil
205	29	8	6	5	341	4	Roasted Vegetable Pizza *Pizza Crust, *San Marzano tomatoes, salt, black pepper, *mozzarella cheese, roasted vegetables (varies), *olive oil
455	28	40	20	4	571	4	Lot No. 8 Burger *Burger Bun, grass fed ground beef, *cheddar cheese, mustard greens, parsley, Roasted Garlic Aioli: *mayonnaise, roasted garlic, salt, Pickled Vegetables: *red wine vinegar, black peppercorns, bay leaf, cane sugar, salt, carrots, onions, turnips
325	50	14	9	8	458	6	Vegetarian Burger * Burger Bun, Southwest Spicy Vegetarian Burger Patty: Olive oil, onion, garlic, corn, zucchini, oyster mushrooms, red bell peppers, sea salt, chipotle powder, low sodium tamari, molasses, rolled oats (certified Gluten-Free), lime juice, lime zest, cilantro, tomatoes, black pepper, pumpkin seeds), Corn Aioli: corn, shallots, canola oil, *mayonnaise, salt, black pepper. Garnish: lettuce, tomato, onions

*=Refer to Product or A la Carte Ingredient List

(V)= Vegan- Does not contain animal products. May contain honey. (11/23/17)

(G)= Gluten free- Does not contain wheat, rye, or barley

EXHIBIT D

From: **Mindi Morin** <mmorin@canyonranch.com>
Date: Fri, Dec 8, 2017 at 7:35 PM
Subject: Canyon Ranch Lenox
To: chu.kristin@gmail.com <chu.kristin@gmail.com>

Good Evening Kristin,

Please see the ingredients below for our veggie burger. Again, I cannot apologize enough for this unacceptable error on our part. We would like for you and your mother to come back to Canyon Ranch and have the experience that you should have received filled with fitness, relaxation and celebration of your mother's birthday. Certainly not the one that you had.

Drive safe and please reach out to me with anything you might need.

Vegetarian Burger

Burger Bun, Mushroom Burger Patty: *olive oil, onions, garlic, Portobello mushrooms, oyster mushrooms, shiitake mushrooms, salt, black pepper, *Worcestershire sauce, *tamari sauce, Aleppo pepper, oat flour, cashews, brown rice flour, parsley, Corn Aioli: corn, shallots, canola oil, *mayonnaise, salt, black pepper. Garnish: lettuce, tomato, onions

Mindi Morin
General Manager | Administration

CANYONRANCH.

165 Kemble Street | Lenox, MA 01240
Ph: 413.637.4400, Ext. 5410
Fax: 413.637.0057
mmorin@canyonranch.com
canyonranch.com



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